

Date: 2013-07-08

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

For those with a hearing loss, it becomes difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. Everyone should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place without any forethought, needless advance notice or complicating process for either party. For example, in the event of a breakdown on the road, everyone should be able to call a tow service without worry or frustration.

I am not connected with Miracom or the InnoCaption product in any way. I just have an interest in helping those with deafness or a hearing loss and think there is a great need for this service. I have good hearing but still sometimes struggle to hear and comprehend every word another party says, so I can relate to how someone with poor hearing would be at a great disadvantage when using telephone communication. Further, for very mobile people, land line versions of this service would not work very well. They could not use it when visiting their friends, family, when shopping, or trying to travel.

People in the hearing-impaired community should be able to receive phone calls when mobile, just like their hearing counterparts are able to do every day. Those in the hearing-impaired community would very much like to have a product that would give them the accessibility, convenience, confidence, and mobility to use a mobile voice communication device, such as a Smartphone, just as it was intended.

I understand that InnoCaption uses stenographers as their communication assistants (CA's) who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. When making a call, the communication assistant (CA) is automatically connected and the call proceeds smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. They also provide each user with their own caption phone number that can be shared with friends, family, and business contacts.

Whenever someone calls that number, the app is automatically turned on, a CA is automatically connected and the user starts receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted for all to begin using soon.

This InnoCaption product is just the app that hearing-impaired Smartphone users have been looking for and can give the freedom, security and mobility needed, however, the FCC must approve it quickly so it can begin to be used now. I urge the Commission to grant quick approval of this product for the sake of all of the deaf and hearing-impaired.

Thank you for taking serious note of this request.

Sincerely,

Michelle Maher

4152 W. 111th Terrace

Leawood, KS 66211

Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

Acting Chairwoman

Federal Communications Commission

Washington, DC 20554

Mignon.Clyburn@fcc.gov

Karen Peltz Strauss

Deputy Bureau Chief, Consumer and
Governmental Affairs Bureau

Federal Communications Commission

Washington DC 20554

Karen.strauss@fcc.gov

Ajit Pai

Commissioner

Federal Communications Commission

Washington, DC 20554

Ajit.Pai@fcc.gov

Kris Monteith

Acting Chief, Consumer and
Governmental Affairs Bureau

Federal Communications Commission

Washington, DC 20554

Kris.Monteith@fcc.gov

Jessica Rosenworcel

Commissioner

Federal Communications Commission

Washington, DC 20554

Jessica.Rosenworcel@fcc.gov